



## GOVERNMENT COLLEGE OF ENGINEERING, JALGAON

(An Autonomous Institute of Government of Maharashtra)

National Highway No.6, JALGAON – 425 002

Phone No.: 0257-2281522

Fax No.: 0257-2281319

Website : www.gcoej.ac.in

E-mail : princoej@rediffmail.com



Name of Examination : **Summer 2021** - (Preview)

Course Code & Course Name : **ME356UX - Open Elective-II Total Quality Management**

Generated At : **19-04-2022 13:02:50**

Maximum Marks : **60**

Duration : **3 Hrs**

[Edit](#) [Print](#) [View Answer Key](#) [Close](#) **Answer Key Submission Type:** Marking scheme with model answers and solutions of numerical

Instructions:

1. All questions are compulsory.
2. Illustrate your answer with suitable figures/sketches wherever necessary.
3. Assume suitable additional data; if required.
4. Use of logarithmic table, drawing instruments and non programmable calculators is allowed.
5. Figures to the right indicate full marks.

- |   |      |
|---|------|
| <b>1)</b> Attempt any three   | [18] |
| a) Explain the six basic concepts of TQM.                                       | [6]  |
| b) Who are the different types customers? Explain their role in TQM.            | [6]  |
| c) Explain the various quality costs in detail.                                 | [6]  |
| d) What are the characteristics of a successful team?                           | [6]  |
| <b>2)</b> Attempt any three   | [18] |
| a) Define Leadership. Explain the Leadership concept.                           | [6]  |
| b) Explain Kaizen and the 5S principle.   | [6]  |
| c) List down the original name and modified name of the seven management tools. | [6]  |
| d) Explain briefly the seven management tools.                                  | [6]  |
| <b>3)</b> Attempt any three   | [18] |
| a) Explain in detail the steps involved in the benchmarking process.            | [6]  |
| b) Explain in detail the steps involved in building the house of quality.       | [6]  |
| c) What do you mean by Six Sigma.   | [6]  |
| d) What are the benefits of ISO 14000 ?   | [6]  |
| <b>4)</b> Explain the registration process for ISO 9001.                        | [6]  |

Auto Generated by SsOES v6.2